



28 Day Faulty Dept
SCS Network Services Ltd
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Dear Customer,

We're sorry to hear that you've bought something from us recently that isn't working properly. You can return your handset for an exchange of the same model by completing the form below and returning it within 28 days of receipt to the address at the top of this letter.

If 28 days has already passed, please contact your sales team who will advise you of the correct warranty process for your manufacturer.

Please make sure that any memory cards and SIM cards are removed prior to returning.

To complete the returns process, please complete the Fault Within 28 Days checklist below:

I have enclosed the:

- Handset
- Battery (if applicable)
- Charger
- Box

Mobile Number:

Network:

Account Number:

Name:

Company Name (if applicable):

Business Account holder name (if applicable):

Address:

Description of fault:

Alternative contact number:

Account holder signature:

Date:

Kind regards.

SCS Customer Services Team